



20 Years of Success: Extending Our Roots and Still Growing

It was 20 years ago this month that Point Software opened its doors, venturing out into the municipal sector as a developer and provider of software solutions. Hitting the ground running with our tax collection system in 1989, these have been 20 active, fast-paced years of producing municipal applications. As we mark this milestone, however, we want to take some time out to reflect upon how we got here. After all, it is our roots that define who we are and shape where we're going.

First and foremost, Point Software is a relationship-based company. Of course, like every business we want and need to be profitable. However, maximizing our income is not our prime concern. "We have always been about doing the right thing and fulfilling a need," stated Jim Regan, company founder and president.

His philosophy is that in this industry it is important to be more than a supplier; we must be a partner as well. "Our success comes from our customers' success," Jim Regan said, "so our job is to make them successful." In this partnership, the customers contribute input on the requirements, goals and challenges of their offices and we utilize our technical knowledge to implement the solutions they are seeking.

Based upon that relationship, Point also has a duty to search for emerging technologies and explore whether and how they can benefit municipal government. Point takes this responsibility very seriously, which is why innovation is one of our core values.

We have demonstrated our commitment to innovation throughout our history through our pioneering efforts in integrating new technologies such as:

- **Bar codes:** We were one of the original adopters of this technology for municipal government.
- **CASS certification:** We aggressively pursued address correction to realize postage savings.
- **On-line payments and check capture:** We pioneered these solutions and tested their feasibility well ahead of current bank offerings.
- **Internet-based solutions:** We built the first browser-based solution for CAMA.

While not every concept we develop catches on, by and large our inventiveness has proven advantageous to our customers. We continue to practice innovation today



with applications like DocumentLink™. This electronic document management system (EDMS) is revolutionizing the way municipal government operates and exchanges information between departments.

In the coming months, customers will see our ReportNET application be extended to offer HTML, PDF, XML, Word, Excel and terminal output options for ultimate flexibility.

We are also looking at technology that promotes business intelligence using tools that transform data into knowledge using visual dashboards. These kinds of tools are the next generation of information presentation that will change the way we interact with data.

Many municipal software suppliers are content with offering applications that simply "do the job," but Point has always been a company that pushes the

boundaries to find ways of "doing the job" faster, smarter, and more efficiently. We believe that we need to adapt and grow our product set to position our customers for the future and what it can bring. "Technology is evolving so fast that customers need a company that is adaptive and innovative. As the systems get more complex, we have been able to consistently frame usable and scalable solutions that uniquely distinguish us from our competition," said Jim Regan.

Customers believe in us and without their input and acceptance of the entrepreneurial nature of this company, Point Software would not be at this milestone mark. What we do can be summarized in a single statement:

Point partners with municipal government to provide world-class software backed by outstanding service.

Thank you for making our vision a reality!



Calendar of Events

Date(s)	Event	Location
Apr. 6-7	IAAO Workshop 155: Depreciation Analysis <i>Sponsored by the Connecticut Chapter of IAAO</i>	Savin Rock Conference Center 6 Rock Street West Haven, CT
Apr. 29-30	IAAO Workshop 151: USPAP National <i>Sponsored by the Massachusetts Chapter of IAAO</i>	Amherst Town Hall Town Room, 2 nd Floor 4 Boltwood Avenue Amherst, MA
May 14	CAAO Spring Meeting	Aqua Turf Club 556 Mulberry Street Southington, CT
May 14	CTx Spring Meeting	Aqua Turf Club, Wagon Room 556 Mulberry Street Southington, CT
May 17-20	NRAAO Annual Conference	Carousel Resort Hotel 118 th Street on the Ocean Ocean City, MD

Tactics for Battling Malware: What You the User Can Do

It comes by Web. It comes by pop-up. It comes by freeware. It comes by e-mail attachment. "It" is malware – malicious software that includes spyware, adware, Trojan horses, viruses and worms, designed to make its way onto your computer through any means available.

Fortifying the network and all machines connected to it against malware attack is largely the domain of network administrators. After all, they are the ones who put the security measures in place – from firewalls to antivirus software – to help keep malware out. Given its insidiousness and destructiveness, however, it is prudent for individuals to learn tactics for battling malware on the home front as well.

So what can you the user do? Here are some actions you can (and should) take on your end:

- **Make sure you have your firewall, antivirus and antispyware programs turned ON.** Just because the software is installed doesn't mean it's cur-

rently in use. Ask your network administrator what security programs are implemented for your department if you're not sure.

- **Think twice before installing, opening or saving any free download.** Research whether the download is safe; you can always return to the site later.
- **Don't open unsolicited e-mails.** If you don't recognize the sender and the subject is unrelated to your work, just delete the message. At best, it's junk mail.
- **Watch out for Web ads using scare tactics.** They claim your computer is unprotected or even infected and you NEED to use their software. Chances are, the program they're having you run is malware itself. Stick with the malware protection you already have in place.

Tech Tips

Microsoft Outlook has such a broad range of capabilities that it's easy to overlook some useful features. One that you may have missed is the meeting scheduler function. This feature utilizes the calendar and the address book components in order to simplify a task that is essential to all organizations. There are a number of ways to set up a meeting, but we'll go over a basic way of organizing an internal meeting.

Setting Up a Meeting

1. Go to your Outlook calendar and double-click on the day you plan to hold the meeting. Fill in the appointment information as you normally would. Be sure to enter a location.
2. Click the **Scheduling** tab. You will see a list of attendees – your name will already be there.
3. Add other attendees by selecting them from the address book. You can add them to either the required or optional list by clicking on the name then clicking the corresponding button.
4. E-mail the invitations by clicking the **Send** button. You will receive e-mails back indicating the response of each of the attendees.

Responding to a Meeting Invitation

If you receive an invitation to a meeting, you will have several options for responding:

- Click **Accept** or **Tentative** to indicate you will/may be going to the meeting. The meeting will be added to your calendar.
- Click **Propose New Time** to bring up a calendar and select a more convenient time.
- Click **Decline** if you will not be going to the meeting.
- Add a message, if desired, before you send your response.